REMARKS

In response to the Office Action dated October 23, 2006, the Applicants request reconsideration based on the above claim amendments and the following remarks. Claims 1, 11 and 22 has been amended. Claims 1-6, 8, 10-17 and 20-24 remain pending in this application. Applicants respectfully submit that the claims as presented are in condition for allowance.

Examiner Interview Summary

Applicants thank Examiner Lin for the courtesy of a telephone interview on January 24, 2007, requested by the undersigned to discuss the rejection of the current claims under 35 U.S.C. § 103. During the interview, Applicant highlighted claim amendments to the Examiner in light of the references cited, and expressed their desire to further prosecution. However, no agreement was made regarding rejected claim patentability.

Claim Rejections Under 35 U.S.C. § 103(a)

Claims 1-6, 8, 10-17, and 20-22 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent No 6,349,238 by Gabbita et al. (hereinafter *Gabbita*) in view of U.S. Patent No 6,349,238 by Brown et al. (hereinafter *Brown*). Claims 1, 11 and 22 have been amended, and Applicants respectfully submit that the amendments overcome this rejection and add no new matter.

Amended Claim 1 recites an appointment setting system for assigning a service order to a network resource comprising, *inter alia*, an appointment control system operative to automatically reassign a requested appointment associated with a service order to another network resource in order to fulfill the requested appointment, in response to a determination that the change to the dispatch record associated with the network resource affects the appointment associated with the service order, and a determination that the another network resource is qualified to fulfill the service order and available for a requested time window to complete the service order.

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Amended Claim 11 recites a method for setting an appointment comprising, *inter alia*, if a change in the availability of a network resource affects an appointment associated with a service order, then automatically reassigning the appointment to another network resource to fulfill completion of the requested appointment in response to a determination that the another network resource is qualified to fulfill the service order and available for a requested time window to complete the service order.

Amended Claim 22 recites a method for setting an appointment comprising, *inter alia*, automatically reassigning the appointment to another network resource to fulfill a requested appointment of a network resource, in response to a determination that the change affects the appointment, and a determination that the another network resource is qualified to fulfill the service order and available for a requested time window to complete the service order.

Gabbita discloses a system and method for managing the workflow associated with processing Service Orders for a telecommunications company. (*See Gabbita* column 1, lines 52-54.) Whenever a Service Order is received using the system of *Gabbita*, the system selects an appropriate Work Plan to process an order based on information contained within the Service Order itself. (*See Gabbita* column 2, lines 29-33.) Each workflow step is assigned a Resource and is scheduled for completion. (*See Gabbita* column 2, lines 33-34.) The workflow steps are then placed within in-boxes associated with the assigned Resource. (*See Gabbita* column 2, lines 34-35.) *Gabbita* also discloses notifying resources about scheduled workflow activities. (*See Gabbita* column 11, lines 35-43.) *Gabbita* also discloses that authorized users can reassign Work Steps to a different individual human Resource or a different organizational group Resource. (*See Gabbita* column 18, lines 51-53.)

Brown discloses systems, methods, and computer program products for synchronizing fabrication schedules and supplier schedules. (*See Brown* column 2 lines 4-6.) *Brown* also discloses that when a change in at least one of the sequential work stages is obtained from the fabricator or from the selected one of the suppliers, the restrictive links are automatically modified in response to the obtained change. (*See*

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Brown column 2 lines 20-23.) In *Brown*, the modified fabrication schedule and/or the modified supplier schedule is communicated to the fabricator data processing system or to the supplier data processing system. (*See Brown* column 2 lines 23-26.) In *Brown*, if a restrictive link cannot be modified in response to an obtained change, an error message may be returned. (*See Brown* column 2 lines 26-28.) *Brown* discloses that if a supplier is not able to supply a particular work stage, a second supplier may be automatically selected. (*See Brown* column 2 lines 28-30.)

The Office Action acknowledges that *Gabbita* fails to disclose automatically reassigning an appointment to fulfill a scheduled appointment. In order to overcome this deficiency in *Gabbita*, the Office Action relies on *Brown*. However, the combination of *Gabbita* and *Brown* fails to disclose all the limitations of amended Claims 1, 11 and 22.

In contrast to the claimed invention, the combination of *Gabbita* and *Brown* fails to disclose an appointment control system operative to automatically reassign a requested appointment associated with a service order to another network resource in order to fulfill the requested appointment, in response to a determination that the change to the dispatch record associated with the network resource affects the appointment associated with the service order, and a determination that the another network resource is qualified to fulfill the service order and available for a requested time window to complete the service order, as recited in Claim 1. As acknowledged in the Office Action, *Gabbita* fails to mention such a limitation. *Brown* fails to disclose an appointment control system operative to automatically reassign a requested appointment associated with a service order to another network resource in order to fulfill the requested appointment, in response to a determination that the change to the dispatch record associated with the network resource affects the appointment associated with the service order, and a determination that the another network resource is qualified to fulfill the service order and available for a requested time window to complete the service order. Brown fails to consider the qualifications of a network resource or the availability of the network resource to complete a requested appointment, but instead acquires replacements from a pool of predetermined alternates because *Brown* merely synchronizes fabrication schedules with supplier schedules.

In addition, *Brown* does not disclose automatically reassigning a requested appointment in response to a determination that the change to the dispatch record associated with the network resource affects the appointment associated with the service order, and a determination that the another network resource is qualified to fulfill the service order and available for a requested time window to complete the service order. Instead, *Brown* reschedules a work stage with another network member in response to failed attempts to reschedule the appointment, not in response to being unavailable because *Brown* first attempts to resolve scheduling conflicts by rescheduling the appointment. Accordingly, independent Claim 1 patentably distinguishes the present invention over the cited prior art, and Applicants respectfully request withdrawal of this rejection of Claim 1. Dependent Claims 2-6, 8, 10, and 23 are also allowable at least for the reasons described above regarding Independent Claim 1, and by virtue of their dependency upon independent Claim 1. Accordingly, Applicants respectfully request withdrawal of this rejection of dependent Claims 2-6, 8, 10, and 23.

Claims 11 and 22 include limitations similar to the limitations mentioned above with respect to Claim 1 and are patentably distinguishable from the cited prior art for the reasons mentioned above with respect to Claim 1. Accordingly, Applicants respectfully request withdrawal of the rejection of Claims 11 and 22. Dependent Claims 12-17, 20, 21, and 24 are also allowable at least for the reasons described above regarding independent Claim 11, and by virtue of their dependency upon independent Claim 11. Accordingly, Applicant respectfully requests withdrawal of this rejection of dependent Claims 12-17, 20, 21 and 24.
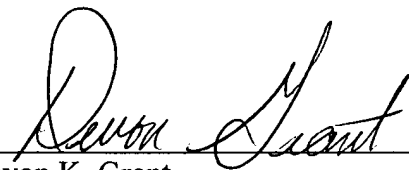
CONCLUSION

A request for a one-month extension of time is requested for the period of January 23, 2007, through February 23, 2007, and is submitted with this amendment.

In view of the above, each of the presently pending claims in this application is believed to be in immediate condition for allowance. Accordingly, the Examiner is respectfully requested to pass this application to issue. If the Examiner believes a telephone conference would advance the prosecution of this application, the Examiner is invited to telephone the undersigned please contact Applicants' undersigned attorney at 404.954.5040.

Please charge any additional fees or credit any overpayment to Deposit Account No. 13-2725.

Respectfully submitted,

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Date: February 5, 2007

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